

REGIONAL NAF PERSONNEL OFFICE

MWR Dept/NSA, VQ-Portsmouth

IN-HOUSE VACANCY ANNOUNCEMENT

11/17/03

Does not confer to Civil Service Status

POSITION: Desk Clerk

ANNOUNCEMENT # SY 46-03

NF-0303-02

Salary: \$7.00 per hour

LOCATION: CBH/VQ, NNSY

CLOSING DATE: Open Until Filled

Portsmouth, VA 23709

AREA OF CONSIDERATION: CBH/VQ employees only

(1) Position, Regular Fulltime

NOTE: No relocation costs will be paid

Direct Deposit of salary is a condition of employment

DUTIES: Provides quality customer service at all times, rising to greet guests, ensuring appropriate military protocol, and recognizing VIP guests by name. Provides extra towels, blankets, linens and amenities upon request. Acts as receptionist, including receiving reservation requests by phone, in person, fax and by electronic mail. Provides information to callers regarding room assignments and/or reservation policies and service charges for various required reports, including reservations, cash collections, check in/out of residents, occupancy, and room allotments. Issues Certificates of Non-Availability when unable to fill requested reservation. Ensures patron privacy is protected. Checks authorized patrons into the VQ, obtaining a copy of each guest's orders, verifying length of stay and other pertinent information, and providing them with a key or key card and directions to their accommodations. Inform patrons of their proper room and telephone charges at the checkout time. Inform patrons of VQ facilities such as laundry, Jacuzzi, sauna, game and exercise room and vending areas. Provides welcome aboard pamphlets to arriving guests as well as answering questions about accommodations and the base. Maintains registration records as required. Completes VQ incident and/or complain reports on residents. Maintains Front Desk logbooks that include: lost and found, master keys, customer concerns, and maintenance problems. Receives and is accountable for a revolving change fund. Accepts payments for rooms, ensuring all required information such as signature, command, two telephone numbers, address of payer will be placed on checks. Verifies checks against regional bad check list. Determines and posts charges or payments for room charges and telephone total in computer. Registers and posts payments received. Informs supervisor of voids, phone/room credits, and refunds. Obtains patron's signature as required for refunds. Prepared Daily Activity Record (DAR) at the end of each shift. Turns in all cash and receipts, documents, such as folios, with DAR and places in secure cash bag and drops in approved depository safe in accordance with regulation. Assumes responsibility for cash bank and receipts at all times. Ensures front desk area is clean and organized at all times. Ensures customer coffee station in the lobby is well stocked with supplies along with continuous coffee for all residents. Performs other related duties as assigned.

QUALIFICATIONS: Must possess ability of basic computer keying, and be able to enter data with accuracy. Must master all regulations relating to various charges to guests based on status of assignment, type of orders, length of stay and other categories, and be fully competent on all required computer programs within 60 days of hire. Must possess fluent command of the English language, and be able to communicate clearly in person, in writing, and by telephone. Must be able to use simple office equipment such as a calculator, typewriter, fax machine, switchboard and copier. Basic knowledge of word processing preferred. Must possess strong customer service skills and have the ability to deal with irate guests with tact.

-FILING INSTRUCTIONS: Applicants must submit a completed application and preference documents to: NAF Personnel Office, Building 1559-A, Scott Center Annex, Norfolk Naval Shipyard, Portsmouth, VA 23709.

-NOTE: Applications are available in the NAF Personnel Office. "Unless otherwise specified, all applicants must be 16 and over."

-EMPLOYMENT PREFERENCES: To claim a preference, you must submit documents as follows. Explanation and Application for preference are available at NAF Personnel Office. No preference is given unless requested and documented. ACCEPTANCE OR DECLINATION OF A POSITION ENDS ABILITY TO CLAIM PREFERENCE FOR SPOUSE OR IVS APPLICANT.

-MILITARY SPOUSE: Must attach a copy of military member's PCS orders and write SPOUSAL PREFERENCE on the front of the employment application.

- VETERAN: Attach copy of DD214

-INVOLUNTARILY SEPARATED MILITARY MEMBERS & DEPENDENTS: Must attach IVS Hiring Preference information form and one of the following: DD214 or copy of DD1173. ALL IVS PREFERENCE ARE APPROVED ONLY IF DISCHARGE/RE-ENTRY CODE MATCHES ELIGIBILITY LIST.

-Active Duty Military: Military regulations require that you obtain a special request authorization (NAVPERS 1336/3) prior to being accepted for outside employment. To be considered for NAF employment, you must attach a completed authorization form to all applications, and include your command POC name and phone number.

"The Department of the Navy is an Equal Opportunity Employer. All qualified candidates will receive consideration without regard to race, color, religion, sex, national origin, age, disability, marital status, political affiliation, sexual orientation or any other non-merit factors".

Web Site: www.nsa-norva.navy.mil

JOBS LINE: 440-JOBS (5627)